



KOCHI WATER METRO LIMITED

Notice Inviting Tender

Ref.No. KWML/PROC/TENDER/2025-26/11

**Implementation & Maintenance of Content Management Software
and Related Hardware for KWML Vessels**

KOCHI WATER METRO LTD.

4th Floor, JLN Metro Station, Kaloor, Ernakulum 682017

Kerala, India

NOTICE INVITING TENDER

GENERAL INSTRUCTIONS

M/s. Kochi Water Metro Limited (KWML) invites online bids (E-TENDER), through the Kerala Govt. e- tender portal <http://etenders.kerala.gov.in>, from bidders for the work **“Implementation & Maintenance of Content Management Software and Related Hardware for KWML Vessels”**

1. TENDER SPECIFIC TABLE

a	Name of Work	Implementation & Maintenance of Content Management Software and Related Hardware for KWML Vessels.
b	Tender Type	Open Tender
c	No of Covers	Two Cover
d	Earnest Money Deposit (EMD)	Rs. 27,000 /- Bid security shall be exempted only for bidders registered with UDYAM REGISTRATION PORTAL (MSE UDYAM certificate) / having certificate of registration from a Central purchase organization or the concerned Ministry/ DPIIT recognized startups
e	Tender Processing Fee (Non Refundable)	<u>Rs. 5900/- including 18 % GST</u> Payable online at http://etenders.kerala.gov.in .
f	Date of publishing of tender	18.07.2025
g	Clarification seeking end date	23.07.2025 @ 18.00 hrs
h	Tender submission start Date and Time	25.07.2025 @ 09.00 hrs
i	Tender submission end Date and Time	01.08.2025 @ 15.30 hrs
j	Date & Time of opening of Tender	04.08.2025 @ 15.30 hrs
k	Validity of Tender	90 days from the last date of submission of tender
l	Completion Period	03 months from the date of acceptance of LoA for implementation and 05 years of maintenance plus extendable up to another 5 year.
m	Authority and Place for submission of, required documents (if any) and seeking clarifications on tender documents.	Chief Operating Officer (COO) Kochi Water Metro Ltd, First Floor, Operational Control Centre (OCC) Building, Vyttila, Kochi, Kerala – 682019.

General Tender Terms & Conditions for e-Procurement

This tender is an e-Tender and is being published online for the “**Annual Rate Contract for Printing and Supply of Registers, Annual Reports and Other Stationery Items**”. The tender is invited in a **two-cover** system from the eligible firms through the e-procurement portal of the Government of Kerala (<https://www.etenders.kerala.gov.in>). Prospective bidders willing to participate in this tender shall necessarily register themselves with above mentioned e-procurement portal.

- A). The tender timeline is available in the critical date section of this tender published in www.etenders.kerala.gov.in. The Server Date & Time as appearing on the website <http://etenders.kerala.gov.in> shall only be considered for the critical date and time of tenders.
- B). Please note that queries related to enquiry specifications, terms & conditions etc. should be submitted online only by logging in at <http://etenders.kerala.gov.in> before the clarification end date/time. M/s Kochi Water Metro Limited, at its sole discretion, may not entertain the queries sent by post/fax/e-mail or through any other mode of communication. The KWML will post the reply to all such queries in “seek clarification” section of the portal.
- C). Tender opening will be done online at the time and dates specified in the tender “Critical Dates View” of “Work Item Details”.
- D). The bidders are requested to go through the instruction to the bidders in the website <http://etenders.kerala.gov.in>. The bidders who submit their bids for this tender after digitally signing using their Digital Signature Certificate (DSC), accept that they have clearly understood and agreed the terms and conditions in the website including the terms and conditions of this tender.”
- E). Online Bidder registration process:**
- Bidders should have a Class II or above Digital Signature Certificate (DSC) to be procured from any Registration Authorities (RA) under the Certifying Agency of India. Details of RAs will be available on www.cca.gov.in. Once, the DSC is obtained, bidders have to register on www.etenders.kerala.gov.in website for participating in this tender. Website registration is a one-time process without any registration fees. However, bidders have to procure DSC at their own cost.
- F). Bidders may contact e-Procurement support desk of Kerala State IT Mission over telephone at 0471-2577088/188/388 or via email: helpetender@gmail.com / etendershelp@kerala.gov.in for assistance in this regard.
- G). Online Tender Process:**

The tender process shall consist of the following stages:

- i. **Downloading of tender document:** Tender document will be available for free download on www.etenders.kerala.gov.in. However, tender document fees shall be payable at the time of bid submission as stipulated in this tender document.
- ii. **Publishing of Corrigendum:** All corrigenda shall be published on

www.etenders.kerala.gov.in and shall not be available elsewhere.

- iii. **Before bid submission:** Contractor may visit the site after contacting KWML and understand the work well before quoting. KWML will not be responsible for wrong quoting by the contractor due to lack of site visit and understanding the actual scope of work. It is the sole responsibility of the contractor to clear all doubts before quoting.
- iv. **Bid submission:** Bidders have to submit their bids along with supporting documents to support their eligibility, as required in this tender document on www.etenders.kerala.gov.in. **Manual submission of bids (ie. Offers sent through post, telegram, fax, telex, e-mail, courier) will not be accepted under any circumstances. However, Manual submission (Hard copy) of Notarized/Stamp paper documents shall be accepted if and only if the documents were received before bid opening date and time.**
- v. In case bidder encounters any technical issues pertaining to e-Procurement system while acting on the tender, computer screen shot of the error message with date & time stamp on the web-browser along with the query shall be e-mailed by the bidder to the help desk (helpetender@gmail.com/etendershelp@kerala.gov.in), for resolution of the problem. At the same time, problem must be intimated to the concerned Tender Inviting Authority via email.
- vi. The time taken to ascertain, evaluate and suggest a solution for the problem reported by bidder may vary from case to case. Hence bidders are advised to submit the bid **at least 2 working days before the due date** and time of bid submission to avoid any last-minute issues that may come up.
- vii. **Opening of Technical Bid and Bidder short-listing:** The technical bids will be opened, evaluated and shortlisted as per the eligibility and technical qualifications. All documents in support of technical qualifications shall be submitted (online). Failure to submit the documents online will attract disqualification. Bids shortlisted by this process will be taken up for opening the financial bid.
- viii. **Opening of Financial Bids:** Bids of the qualified bidder's shall only be considered for opening and evaluation of the financial bid on the date and time mentioned in critical date's section (in case of two cover system).

H) Two cover System

If two bid system is insisted Bidders are required to submit offer in two covers, namely "Fee/ Prequal/ Technical " and "Financial".

I) Documents Comprising Bid:

Pre-qualification or Technical proposal shall contain the scanned copies of the following documents which every bidder has to upload:

1.	Proof of Tender fee and EMD paid
2.	In case EMD exemption required, A letter stating exemption of EMD with copy of valid MSE (bidders registered with UDYAM REGISTRATION PORTAL) certificate / certificate of registration from a Central purchase organization or the concerned Ministry/ DPIIT recognized startups.
3.	Tender Index as per Appendix 1 of this tender document
4.	Power of Attorney as per Appendix 2 or document as per clause 11, Chapter 2 of this tender document
5.	Copy of Partnership deed or Company Registration certificate or AoA/MoA or Other deed of constitution
6.	Schedule of compliance with technical specification as per Appendix 3 of this tender document
7.	Schedule of deviation if any from Tender terms and conditions as per Appendix 4
8.	Letter of proposal as per Appendix 5 of this tender document
9.	Documents related to work experience pertaining to clause 13.a, SECTION 3 of this tender document.
10.	Documents pertaining to clause 13.b, SECTION 3 of this tender document and as per format Appendix 3 of this tender document
11.	Undertaking that applicant is not blacklisted /debarred as per clause13.c, SECTION 3 as per format Appendix 8 of this tender document
12.	Duly filled company profile as per Appendix 7 of this tender document with necessary attachments requested
13.	Any other documents relevant to this tender

- i. The department doesn't take any responsibility for any technical snag or failure that has taken place during document upload.
- ii. The Bidder shall complete the Price bid as per format given for download along with this tender.
- iii. Bidders are requested to quote rates in (BOQ) only. PLEASE DO NOT QUOTE/MENTION RATES ANYWHERE ELSE IN THE TENDER OTHER THAN BOQ
- iv. Note: The blank price bid should be downloaded and saved on bidder's computer without changing file-name otherwise price bid will not get uploaded. The bidder should fill in the details in the same file and upload the same back to the website.
- v. Fixed price: Prices quoted by the Bidder shall be fixed during the bidder's performance of the contract and not subject to variation on any account. A bid submitted with an adjustable/ variable price quotation will be treated as non - responsive and rejected.

J) Tender Document Fees and Earnest Money Deposit (EMD)

The Bidder shall pay, a tender document fees of Rs.5900 (GST 18% inclusive) (as per tender specification) and Earnest Money Deposit of Rs. 27,000/-. The EMD is required to protect the

purchaser against risk of Bidder's conduct, which would warrant the forfeiture of security.

Online Payment modes: The tender document fees and EMD can be paid in the following manner through e-Payment facility provided by the e-Procurement system

State Bank of India Multi Option Payment System (SBI MOPS Gateway): Bidders are required to avail Internet Banking Facility for making tender remittances in e-Procurement System.

A) Internet Banking Options (Retail)			
1	Allahabad Bank	32	Kotak Mahindra Bank
2	Axis Bank	33	Lakshmi Vilas Bank
3	Andhra Bank	34	Mehsana Urban Co-op Bank
4	Bandan Bank	35	NKGSB Co-operative Bank
5	Bank of Bahrain and Kuwait	36	Oriental Bank of Commerce
6	Bank of Baroda	37	Punjab and Maharashtra Cooperative Bank
7	Bank of India	38	Punjab National Bank
8	Bank of Maharashtra	39	Punjab and Sind Bank
9	Bassein Catholic Co-operative Bank	40	RBL Bank
10	BNP Paribas	41	Saraswat Cooperative Bank
11	Canara Bank	42	ShamraoVithal Cooperative Bank
12	Catholic Syrian Bank	43	South Indian Bank
13	Central Bank of India	44	Standard Chartered Bank
14	City Union Bank	45	State Bank of India
15	Corporation Bank	46	Syndicate Bank
16	Cosmos Bank	47	Tamilnad Mercantile Bank
17	DCB Bank	48	Tamilnadu Cooperative Bank
18	Dena Bank	49	The Kalyan Janata Sahakari Bank
19	Deutsche Bank	50	TJSB Bank (Erstwhile Thane Janata Sahakari Bank)
20	Dhanalaxmi Bank	51	UCO Bank
21	Federal Bank	52	Union Bank of India
22	HDFC Bank	53	United Bank of India
23	ICICI Bank	54	Vijaya Bank
24	IDBI Bank	55	YES Bank
25	Indian Bank		
26	Indian Overseas Bank		
27	IndusInd Bank		
28	Jammu & Kashmir Bank		
29	Janata Sahakari Bank		
30	Karnataka Bank		
31	Karur Vysya Bank		

B) Internet Banking Options (Corporate)			
1	Bank of Baroda	21	Laxmi Vilas Bank
2	Bank of India	22	Oriental Bank of Commerce
3	Bank of Maharashtra	23	Punjab & Maharashtra Coop Bank
4	BNP Paribas	24	Punjab & Sind Bank
5	Canara Bank	25	Punjab National Bank
6	Catholic Syrian Bank	26	RBL Bank
7	City Union Bank	27	ShamraoViththal Co-operative Bank
8	Corporation Bank	28	South Indian Bank
9	Cosmos Bank	29	State Bank of India
10	Deutsche Bank	30	Syndicate Bank
11	Development Credit Bank	31	UCO Bank
12	Dhanalaxmi Bank	32	Union Bank of India
13	Federal Bank	33	UPPCL
14	HDFC Bank	34	Vijaya Bank
15	ICICI Bank	35	Axis Bank
16	Indian Overseas Bank		
17	Janta Sahakari Bank		
18	Jammu & Kashmir Bank		
19	Karur Vysya Bank		
20	Kotak Bank		

During the online bid submission process, bidder shall select **SBI MOPS** option and submit the page, to view the **Terms and Conditions** page. On further submitting the same, the e-Procurement system will re-direct the bidder to MOPS Gateway, where two options namely **SBI** and **Other Banks*** will be shown. Here, Bidder may proceed as per below:

- SBI Account Holders shall click **SBI** option to with its Net Banking Facility., where bidder can enter their internet banking credentials and transfer the Tender Fee.
- Other Bank Account Holders may click **Other Banks** option to view the bank selection page. Here, bidders can select from any of the 54 Banks to proceed with its Net Banking Facility, for remitting tender payments.

**Transaction Charges for Other Banks vide SBI Letter No. LHO/TVM/AC/2016-17/47 – 1% of transaction value subject to a minimum of Rs. 50/- and maximum of Rs. 150/-*

** Bidders who are using Other Banks option under SBI MOPS Payment Gateway, are advised by SBI to make online payment 72 hours in advance before tender closing time.*

Any transaction charges levied while using any of the above modes of online payment has be borne by the bidder. The supplier/contractor's bid will be evaluated only if payment status against bidder is showing “**Success**” during bid opening.

K) SUBMISSION PROCESS:

For submission of bids, all interested bidders have to register online as explained above in this document. After registration, bidders shall submit their bid online on www.etenders.kerala.gov.in along with online payment of tender processing fee.

It is necessary to click on “Freeze bid” link/ icon to complete the process of bid submission otherwise the bid will not get submitted online and the same shall not be

available for viewing/ opening during bid opening process.

L) M/s. Kochi Water Metro Limited (KWML) will not be responsible for any delays reasons what so ever in receiving as well as submitting offers, including connectivity issues.

M) M/s. Kochi Water Metro Limited (KWML) will not be responsible for the cost incurred in preparation and submission of bids including the cost of digital certificate, regardless of the conduct of outcome of the bidding process.

N) M/s. Kochi Water Metro Limited (KWML) reserves the right to accept any offer in whole or in part or reject any or all offers without assigning any reason Kochi Water Metro Limited (KWML) reserves right to accept any or more offers in part. Decision of Kochi Water Metro Limited (KWML) in this regard shall be final and binding on the bidder.

For and on behalf of Kochi Water Metro Limited

COO